Effective Feedback

Objective

Actions: Discuss Effective Feedback

Conditions: Given Classroom Discussion and Group Exercise

Standards: Students Will be Able to:

- Define Feedback
- Know How to Give Feedback
- Know What to Do With Feedback

Overview

- Define Feedback
- Discuss Types Of Feedback
- Discuss Guidelines For Giving Feedback
- Discuss Guidelines For Receiving Feedback
- Discuss What To Do With Feedback
- Explain The Johari Window Model
- Discuss Benefits Of Effective Feedback

Effective Feedback

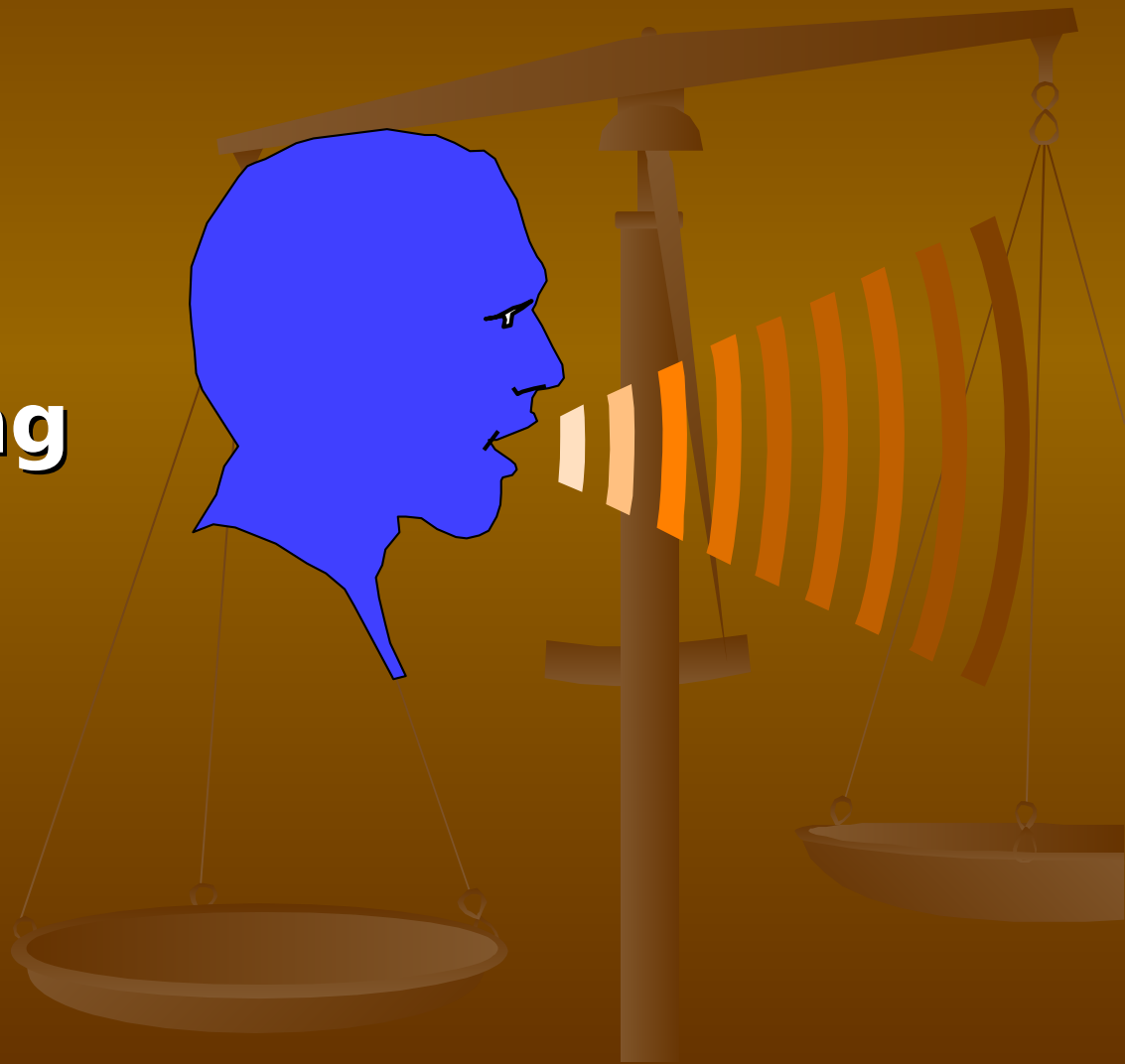
- The Process Of Validation Or Clarification Of The Meaning Of The Idea.
- The Source And Destination Are Equally Responsible
- Ensures The Meaning Of The Idea Received Was The Meaning Intended By The Sender
- The Responsibility Of Both The Sender And The Receiver

Types

- **Evaluative**
  - **When an Individual Assumes that He/She Can Distinguish Between Right And Wrong, or Good or Bad**
  - **Involves Judging Another Against Your Standards Or Values**
- **Non-evaluative**
  - **When You Address An Observable Behavior**

Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying



Guidelines for Giving Feedback

- Feedback Describes Rather Than Judge
- Feedback Is Specific not General
- Feedback Is Clear
- Feedback Is Solicited Not Imposed

Guidelines for Giving Feedback

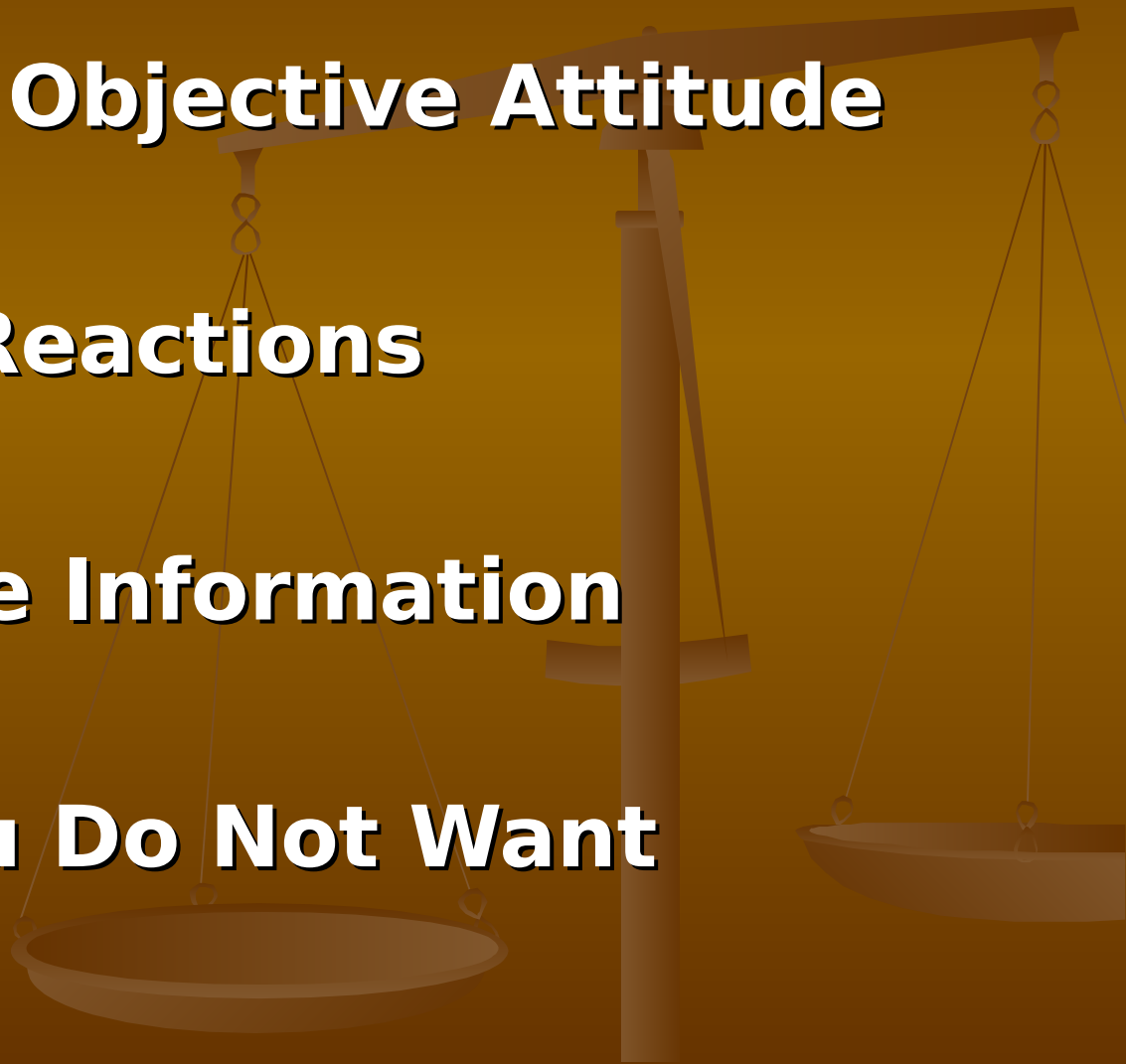
- Feedback Is Directed At A Person's Behavior Not The Person
- Feedback Is Directed At Behavior The Receiver Can Control
- Feedback Is Timed

Guidelines to Receive Feedback

- Do Not Be Defensive
- Establish A Receptive Atmosphere
- State What You Want Feedback About
- Check What You Have Heard

Guidelines to Receive Feedback

- Maintain An Objective Attitude
- Share Your Reactions
- Ask For More Information
- Say That You Do Not Want Feedback



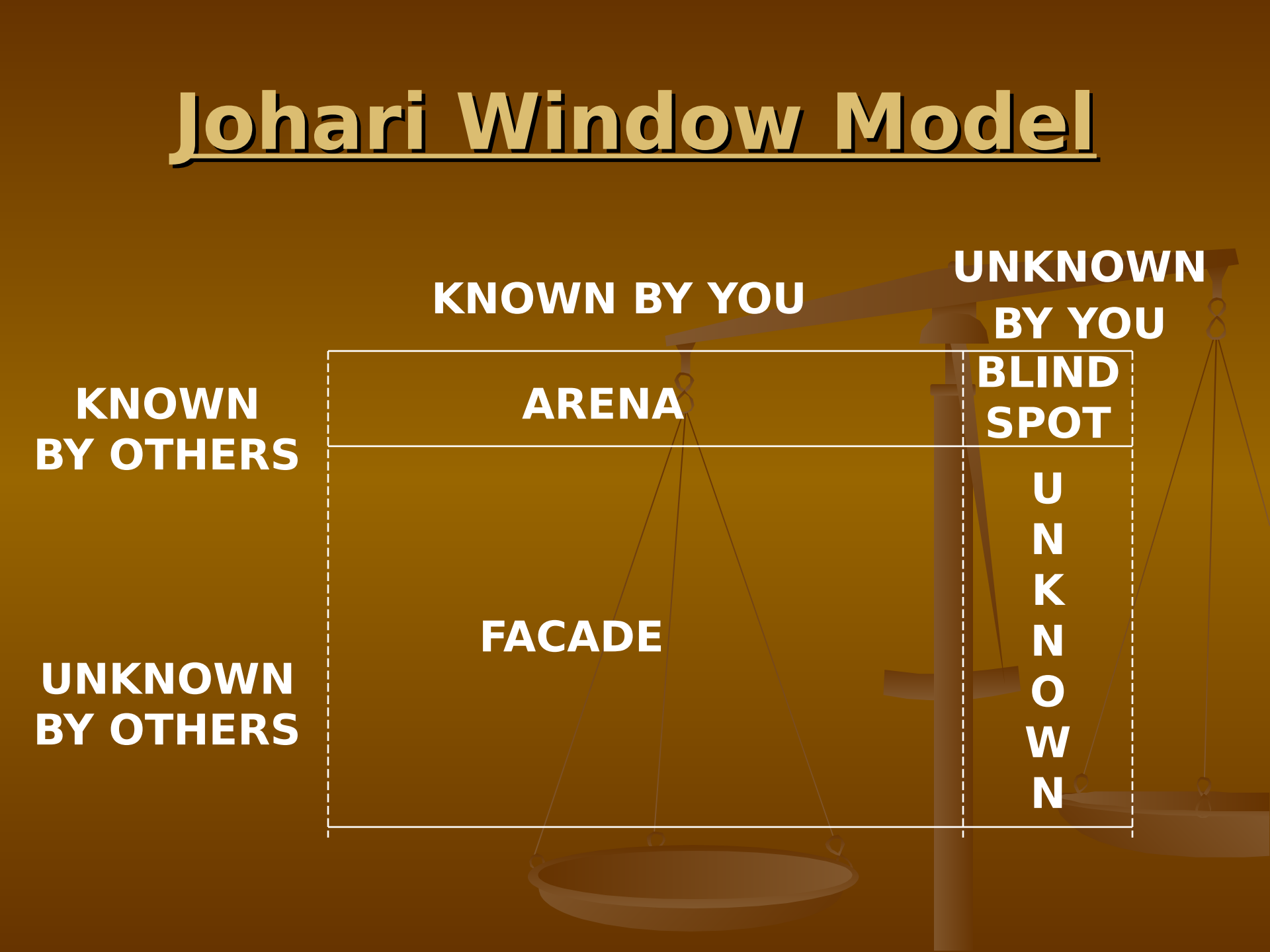
What To Do With Feedback

- Use It
- Think About It
- Forget It

Johari Window Model

ARENA **(A)** **Things I know** **Things you know**	**BLIND SPOT** **(B)** **Things I do not know about myself. You know**
FACADE **(C)** **You do not know. I know**	**UNKNOWN** **(D)** **Things you do not know and things I do not know**

Johari Window Model



Practical Exercise

Benefits for Giving and Receiving Feedback

- Personal Growth
- Find Out About Self
- Gain Insight
- Open Environment

Summary

- Defined Feedback
- Discussed Types Of Feedback
- Discussed Guidelines For Giving Feedback
- Discussed Guidelines For Receiving Feedback
- Discussed What To Do With Feedback
- Explained The Johari Window Model
- Discussed Benefits Of Effective Feedback

Questions